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May 28, 2003

VIA FACSIMILE
EXPEDITED PROCEDURE

To: Examiner Olisa Anwah
Group Art Unit No. 2645
U. S. P. T. O.

Facsimile No. 703-872-9314

From: Phillip E. Miller

Facsimile No. 703-761-2375

Re: Enclosed §1.111 Amendment
U. S. Patent Application Serial No. 09/421,363
Our Ref: YOR.121

Dear Examiner Anwah:

Enclosed is an Amendment, responsive to the February 28, 2003 Office Action, which should place the above-referenced case in condition for allowance.

Thank you in advance for your kind consideration of this case.

Very truly yours,



Phillip E. Miller

PEM/tw
Enclosure

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Official

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IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

#12/c
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6.5.03

In re Application of

Gee-Gwo Mei et al.

Serial No.: 09/421,363

Group Art Unit: 2645

Filed: November 19, 1999

Examiner: Olisa Anwah

For: SYSTEM AND METHOD FOR PERSONALIZING DIALOGUE MENU FOR AN
INTERACTIVE VOICE RESPONSE SYSTEMHonorable Commissioner of Patents
Alexandria, Virginia 22313-1450AMENDMENT UNDER 37 C.F.R. §1.111

Sir:

In response to the Office Action dated February 28, 2003, please amend the above-
identified application as follows:IN THE CLAIMS:

Please amend the claims to read as follows:

Sub
D1

1. (Amended) A method for personalizing an interactive voice response (IVR) system to reduce a number of key sequences to reach a desired source of information, comprising:
storing a caller profile;
accessing said IVR system via a telephone; and
retrieving the caller profile to construct a personalized IVR dialogue menu and play out the personalized IVR dialogue menu via said telephone, said personalized IVR dialogue menu comprising an option for changing said personalized IVR dialogue menu,
wherein said personalized IVR dialogue menu is at least one of based on a caller access pattern and configurable by said caller.

C1

C2
D1

16. (Amended) A system for personalizing an interactive voice response (IVR) system to reduce a number of key sequences to reach a desired source of information, comprising:
a storage device for storing a caller profile;